From: Stephen Best
To: Flock Safety Support
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Additional night time fails
Date: Tuesday, May 21, 2024 7:46:43 AM

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, May 21, 2024 7:45 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Additional night time fails

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning Corporal,

Thanks for taking the time to gather this information.

We've engaged our Imaging team to thoroughly review each device on your network for optimization.

Rest assured, these issues have been escalated to the appropriate internal stakeholders and I will follow up as we make progress.

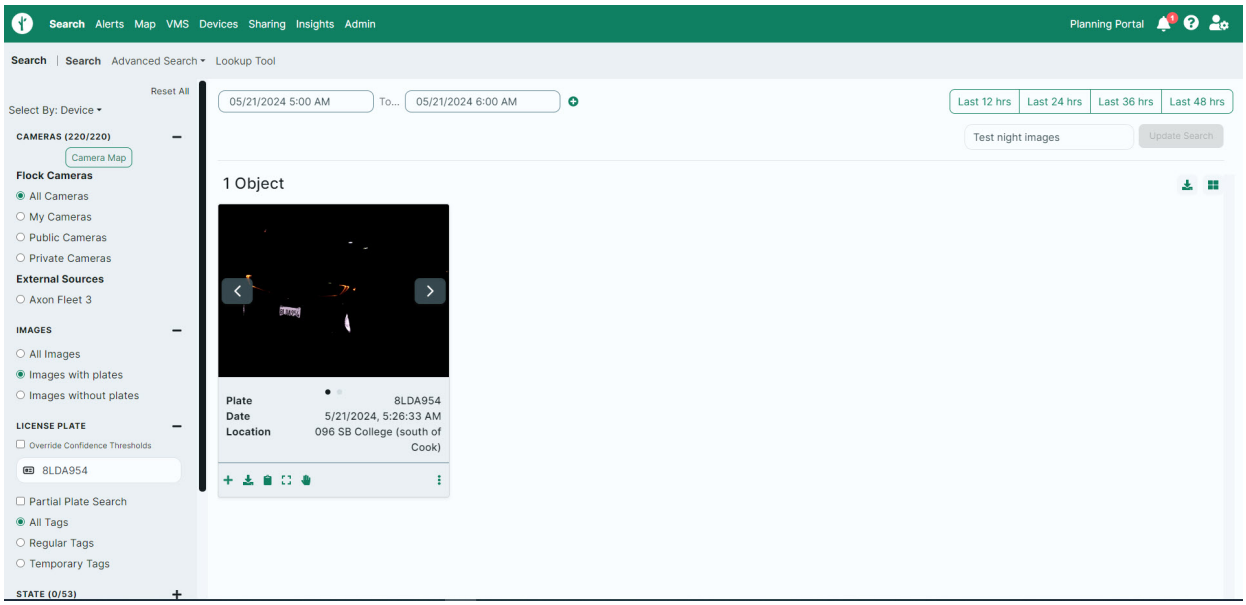
I appreciate your continued patience.

Stay safe,
Alex C

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/21/2024, 9:58 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Additional night time fails

Flock Safety,
Last week I mentioned Flock cameras are doing a poor job catching plates at night.
This week I started testing additional cameras and find Flock's success rate on plates at night is about 25%.
My vehicle has white plates. The license plate lights are working. CA/ 8LDA954.
05-12-24
05:25:12 Hrs. camera "015 WB Main (west of Ranch)" Failed to read.
05:26:30 Hrs. camera "096 SB College (south of Cook)" Success
05:29:15 Hrs. camera "094 SB College (north of Battles) Failed to read.
05:31:24 Hrs. camera "030 SB Broadway (south of Carmen) #2 lane, Failed to read.

I searched all 220 cameras for 5/12 from 0500-0600 Hrs. Only camera 096 read my plate.



I moved the “Confidence” slider to Zero Confidence and results were the same.

Attached are the PDFs for plate reads from the other cameras around the time they should have seen my plate.

Please add cameras 015, 094 and 030 to the list of cameras to be serviced.
Thank you.

Corporal Stephen L. Best
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thread::jYbMQ8wvKca7NJrx-v061A4::